

# INTERAGENCY LOCALLY EMPLOYED STAFF POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Hanoi, Vietnam	2. AGENCY U.S. Department of State	3a. POSITION NO. 97-023-639
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.

☐ Yes      ☐ No


**4. REASON FOR SUBMISSION**

☐ a. Reclassification of duties: This position replaces

Position No. 97-023-639      Computer Operator (LAN) (Title) FP-07 (Series) \_\_\_\_\_ (Grade)

☐ b. New Position

☐ c. Other (explain)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Computer Operator (LAN)	FP-07		
b. Other				
c. Proposed by Initiating Office	Computer Operator (LAN)	FP-07		

6. POST TITLE POSITION (if different from official title)  
None

7. NAME OF EMPLOYEE

8. MISSION  
U.S. Embassy, Hanoi

b. Second Subdivision

a. First Subdivision  
Information Resources Center

c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.

10. This is a complete and accurate description of the duties and responsibilities of this position.

\_\_\_\_\_  
Typed Name and Signature of Employee      Date(mm-dd-yy)

\_\_\_\_\_  
Typed Name and Signature of Local Supervisor      Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

Michael Herring      11/30/2009

\_\_\_\_\_  
Typed Name and Signature of American Supervisor      Date(mm-dd-yy)

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Williette D. Gooding      11/30/2009

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Typed Name and Signature of Human Resources Officer      Date(mm-dd-yy)

**13. BASIC FUNCTION OF POSITION**

Computer Operator (LAN) has daily responsibility to assist in the support of client workstations and related equipment. Provides help-desk support and assist in user training in all computer software and systems applications for both American and locally-employed staff. Will also respond to queries from the Hanoi user community and Ho Chi Minh City Consulate IRM staff. Acts as IRM HelpDesk as the first point of contact for all client computer and software application queries.

**14. MAJOR DUTIES AND RESPONSIBILITIES**

**100% OF TIME**

- Provides help-desk support and assist in user training in all computer software and systems for both American and locally employed staff. Will also respond to queries from the Hanoi user community and Ho Chi Minh City Consulate IRM staff. Acts as IRM HelpDesk as the first point of contact for all client computer and software application



queries. Ensures that all Information Management client equipment functions correctly. Analyzes operational problems and initiates corrective actions. Coordinates emergency maintenance with the Information System Officer. Performs routine preventative maintenance on client workstations. Writes memorandum and reports on operational difficulties. Tracks trends in machines and software malfunction and user requests. Responsible for the promotion of computer services and the training of computer users. Liaise with local vendors regarding local training opportunities and facilities. Configure appropriate Computer-Based Tutorials (CBTs) for end-users. Have extensive and continuing contacts with organizations' users and provide consistent competent technical support. **50%**

- Must be knowledgeable in all aspects of computer networking. Although not a Windows Systems Administrator, the Computer Operator will be charged with assisting in support of post's extensive Metropolitan Area Network (MAN). This will require extensive and broad technical knowledge in all aspects of networking theory and practice including but not limited to Windows Server 2003, Exchange Server Messaging, RAID controllers, Cisco IOS, TCP/IP, Routers, Hubs, and Switches. The growing embassy MAN is currently comprised of thirteen servers with connectivity to approximately 230 users. A primary role will be the maintaining and migration of the client workstations. Under the guidance and direction of the Information Systems Officer, the Computer Operator will analyze specific connectivity problems, protocols and terminations throughout the MAN. **20%**
- Expert trouble shooting skills are essential. The Computer Operator (LAN) will be responsible for repairing all ancillary information technology equipment such as data storage devices, memory and expansion boards, printers, scanners and digital video equipment. This includes any malfunctioning hardware, software, or related peripherals. The implementation of a proactive preventive maintenance program will also be a key concern. Responsible for maintaining, analyzing and troubleshooting various Department of State program applications including but not limited to the Financial Management System, Real Estate Management System, Non-Expendable Property Management System, Worldwide Procurement Software, Stock Order and Stock Controller, Time and Attendance, and similar unclassified software applications as they are developed or updated. **20%**
- Responsible for developing comprehensive short and long range strategies to keep up with dynamic change of information technology and how it impacts our evolving LAN systems. Strong self-starting initiative required to review trends in the industry as well as our current manufacturers' literature and manuals. Must also keep abreast of latest technology and what equipment is available locally and what must be imported. Responsible for developing and maintaining cost estimation and acquisition of new equipment, site preparation, software, and training as well as for the procurement and implementation of additional or replacement hardware and software. As a member of the IM team, incumbent must be ready and willing and able to assist in whatever projects arise in Information Management's support of Embassy offices. This may entail assisting with large incoming unclassified pouches and relocation of heavy IM equipment throughout the building. **10%**

## **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education  
College or University studies is required.
- b. Prior Work Experience  
Two to three years of progressively responsible experience in teaching or helpdesk environment
- c. Post Entry Training  
None.
- d. Language Proficiency: List both English and host country language(s) by level and specialization.  
Level 4 (Fluent) in written and oral English is required;
- e. Knowledge  
Solid knowledge in Microsoft operating systems including Windows XP workstations. Experience in the Microsoft Office 2007 suite.
- f. Skills and Abilities  
Good communication and teaching skills. Ability to perform limited hardware and software setup, as well as perform routine preventative maintenance.

## **16. POSITION ELEMENTS**

- a. Supervision Received  
Under supervision of the Information Systems Officer.
- b. Available Guidelines  
Operations manuals and computer-based Tutorials.
- c. Exercise of Judgment  
Advises Information System Office on Client PC maintenance requirements.
- d. Authority to Make Commitments  
None
- e. Nature, Level and Purpose of Contacts  
Daily contact with American and LES computer users. Occasional contact with computer vendors.
- f. Supervision Exercised  
None
- g. Time Required to Perform Full Range of Duties after Entry into the Position  
Two months.